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*Sexual Health*

### **Supplementary Material**

#### **Factors influencing non-attendance at sexual healthcare appointments in the UK: a qualitative study**

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**Supplementary file 1**  
**Interview / survey questions – Service users**

Accessing appointments:

1. Tell me about a time when you have made or received a sexual health clinic appointment.  
Who were you referred by? (Self? Other?)  
How did you make the appointment (e.g., online, via telephone, letter sent)  
How long did you have to wait for the appointment?
2. How did you feel about making that appointment?  
Any concerns or worries?
3. How easy or difficult was it to schedule the appointment?  
What would make it easier?  
How easy or difficult was it to change/cancel the appointment?

Attending appointments:

4. Did you attend your scheduled appointment?  
Why/why not?
5. How was the appointment delivered? (e.g., face-to-face in clinic, via telephone, via video-call)  
How did you feel about the way the appointment was delivered? Why?  
Was it what you were expecting? Why?
6. Do you think the way the appointment was delivered affected your attendance?  
Why?
7. What would be your preferred mode of delivery for sexual health consultations? (e.g., face-to-face, telephone, video-call)  
Why?
8. How important do you think it is for you to attend scheduled sexual health appointments?  
Why?  
Any concerns or worries about attending?
9. Have you ever missed an appointment?  
Why?
10. Can you tell me about any communication you've received from the sexual health clinic?  
How did you feel about it?  
What would make it more helpful?

Future appointments:

11. What might make you decide not to attend an appointment in the future?
12. Why do you think other people might miss scheduled appointments?
13. Do you think the way the appointment is delivered (e.g., face-to-face, telephone, video-call) would impact on your attendance in the future?  
Why?
14. What would help you or others to attend an appointment?
15. Is there anything that you would like to add?

## Interview/survey questions – Healthcare professionals

1. Tell me a bit about your job role

What contact do you have with patients?

2. Have you experienced people not attending scheduled clinic appointments?

Can you tell me a bit about that?

3. Have you experienced people not attending scheduled telephone/online appointments?

Can you tell me a bit about that?

4. How much of a problem do you perceive non-attendance to be?

Why is it a problem?

5. How easy do you think it is for patients to come for an appointment?

6. How difficult do you think it is for patients to come for an appointment?

7. Why do you think some people do not attend their clinic appointments?

What are the practical barriers to attendance?

What are the perceptual barriers to attendance?

8. What do you think could be done to prevent non-attendance?

What strategies could be put in place to improve attendance?

9. How do you think the delivery of the appointment (e.g., in person, on the phone) impacts attendance?

Why?

10. Have you a sense of what service-users prefer?

Which mode of delivery do you prefer?

Why?

11. How do you feel about delivering care via telephone or online rather than face-to-face?

Why?

How might this way of working impact the quality of care you provide?

12. Can you tell me about how your work has changed during the Covid-19 pandemic (e.g. changes to service delivery – remote working)

How have those changes impacted on your own experiences of working?

How do you think those changes have impacted on service-user attendance/ service-user satisfaction?

13. Is there anything you would like to add?